

PAST PERFORMANCE INTERVIEW/QUESTIONNAIRE FORM

This evaluation should be completed by the Contracting Officer (CO), Contracting Officer's Representative or Contracting Officer's Technical Representative (COR or COTR), Task Monitor (TM), or other person identified in the contract by the appropriate Contracting Officer with monitoring the contractor's compliance with the requirements of the contract. If evaluator is non-Governmental, indicate in the space provided on Page 2.

In compliance with the direction in the FAR, the information contained in this evaluation is not subject to view by anyone other than the designated source selection evaluation personnel.

INSTRUCTIONS, DEFINITIONS, AND RATING GUIDELINES*Instructions*

This evaluation is to be completed as indicated below. For purposes of these evaluations, the term "project" is intended to mean "contract". This package consists of the following:

<u>Section</u>	<u>Description</u>	<u>Who completes</u>
Section I	Basic contract information	Contractor being evaluated
Section II	Government Evaluator identifying information	Government/Non-Government Evaluator
Section III	Contractor Performance Report	Government/ Non-Government Evaluator

Any questions you might have concerning completion of this form should be addressed to the TESS Contracting Officer at TESS-CO@tsp.gov.

PAST PERFORMANCE INTERVIEW/QUESTIONNAIRE FORM**CONTRACTOR PERFORMANCE REPORT****Section I - Basic contract information**

a) To be completed by the Prime and Significant Subcontractor requesting evaluation.

Contract Number:		
Contract Title:		
Contract Prime Contractor:		
Contract Award Date:		
Contract Completion Date (including options):		
Contract Value (including options)	Total at Award	Projected Total at Completion
Variance Explanation (Overrun vs Scope Change)		

Contract Type:	Competitive	Non-Competitive
----------------	-------------	-----------------

Section II – Government/Non Government Evaluator identifying information

To be completed by Government/Non-Government (circle one) person performing the evaluation.

COTR, COR, TM, or Other Name:	
COTR, COR, TM, or Other Signature:	
Commercial Phone Number:	
E-mail address:	
Date:	

PAST PERFORMANCE INTERVIEW/QUESTIONNAIRE FORM

CONTRACTOR PERFORMANCE REPORT

Section III

Definitions and Rating Guidelines

The Factors/Ratings tables on the next page summarize contractor performance in each of the following rating areas. Each criterion should be assigned a rating, from highest to lowest, of Exceptional, Very Good, Satisfactory, Marginal, or Unsatisfactory. If a particular criterion is not applicable, it should be rated in the far right column as N/A. However, the evaluator is encouraged to provide comments on any rating to further support a particular rating.

The following definitions and instructions should be used as guidance to aid in evaluating the criteria in the Factors/Ratings tables. Please read the definitions and instructions before rating any criteria to be sure that each criterion is graded in the context of the definitions. Also, please ensure that this assessment is consistent with any other assessments that have been done for the same contractor for the same work, such as for payment of fee purposes, exercise of option, other past performance requests, etc. The categories for which ratings are requested are delineated below:

- Technical Performance
- Cost Control
- Timeliness of Performance
- Management Effectiveness
- Contractual Issues

PAST PERFORMANCE INTERVIEW/QUESTIONNAIRE FORM**CONTRACTOR PERFORMANCE REPORT**

Section III (Cont'd)

Technical Performance	Cost Control	Timeliness of Performance	Management Effectiveness	Contractual Issues
Exceptional- Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor was highly effective.				
Very Good- Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor was effective.				
Satisfactory- Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.				
Marginal- Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.				
Unsatisfactory- Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains a serious problem(s) for which the contractor's corrective actions appear or were ineffective.				

PAST PERFORMANCE INTERVIEW/QUESTIONNAIRE FORM**CONTRACTOR PERFORMANCE REPORT**

Section III (Cont'd)

Item	FACTORS/RATINGS	Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory	Not Applicable
	Technical Performance (Please complete if you are/were an end user of the contractor's product or service or involved in quality assurance evaluation)						
1	How would you rate the skill level, technical competence and quality of Contractor personnel?						
2	How would you rate the Contractor's ability to identify and mitigate technical and programmatic risks?						
3	How would you rate the Contractor's compliance with technical requirements and performance standards?						
4	How would you rate the Contractor's performance in addressing problems and mitigating reoccurrence of the problem?						
5	How would you rate the Contractor's responsiveness to changes in technical direction?						
6	How would you rate the Contractor's employees in development of innovative approaches to produce high quality products on schedule and within estimated contract cost?						
7	How effective was the contractor in implementing contract phase-in (if applicable)?						
8	How effective was the contractor meeting service level targets throughout the contract?						
9	How would you rate the accuracy and completeness of the Contractor's reports and documentation?						
10	How successful was the provider in any modernization or transformation initiatives, such as architectural/platform migrations?						
11	How would you rate the contractor's Recordkeeping capabilities?						

Item	FACTORS/RATINGS	Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory	Not Applicable
12	Did the contractor provide expected competencies in IT Service Management (ITSM) disciplines, e.g. ITIL and that had a direct improvement on overall efficiency and effectiveness of the services provided under the contract?						
	Cost Control (Please complete if you are/were an end user of the contractor's product or service or involved in cost analysis or resources management)						
13	How would you rate the Contractor's ability to apply cost efficient practices?						
14	How would you rate the timeliness, accuracy, and completeness of the Contractor's cost reports and documentation?						
15	How would you rate the Contractor's ability to respond to customer cost/billing information requests?						
	Timeliness of Performance (Please complete if you are/were an end user of the contractor's product or service)						
16	How would you rate the Contractor's completion of major tasks or key project milestones on schedule?						
17	How would you rate timeliness, accuracy, and completeness of the Contractor's technical and management reports and documentation submissions?						
	Management Effectiveness (Please complete if you are/were an end user of the contractor's product or service)						
18	How would you rate the quality of the management support assigned?						
19	How would you rate the Contractor's ability to effectively coordinate, integrate & manage subcontractors?						
20	How would you rate the Contractor efficiency in interfacing and communicating with the Government's/Customer's staff?						

ATTACHMENT L.5

TIB-2013-RFP-012

Item	FACTORS/RATINGS	Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory	Not Applicable
21	How would you rate the contractor's ability to recruit and retain qualified personnel?						
22	How would you rate the Contractor's responsiveness to changes in technical direction?						
23	How would you rate the Contractor's management effectiveness in dealing with emergency situations?						
24	How would you rate the Contractor's demonstration of a strong commitment to integrity and business ethics?						
25	How would you rate the Contractor's reasonableness, cooperation, and commitment to customer satisfaction?						
	Contractual Issues (Please complete if you were the contract specialist/officer/administrator)						
26	How would you rate the quality of Contractor contract management?						
27	How would you rate the Contractor's accuracy of cost/pricing proposals in relation to ultimate costs?						
28	How would you rate the Contractor's ability to address performance problems?						
29	How would you rate the accuracy and completeness of the Contractor's reports and documentation?						
	Summary of Overall Performance (Please complete if you are/were an end user of the contractor's product or service)						
30	How would you rate the Contractor's <u>overall technical performance</u> on this contract?						
31	How would you rate the Contractor's <u>overall cost performance</u> on this contract?						
32	How would you rate the Contractor's <u>overall timeliness of performance</u> on this contract?						

ATTACHMENT L.5

TIB-2013-RFP-012

Item	FACTORS/RATINGS	Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory	Not Applicable
33	How would you rate the Contractor's <u>overall management performance</u> on this contract?						
34	How would you rate the Contractor's <u>overall contract management performance</u> on this contract?						

PAST PERFORMANCE INTERVIEW/QUESTIONNAIRE FORM

CONTRACTOR PERFORMANCE REPORT

Section III (Cont'd)

NARRATIVE SUMMARY (Use this section to explain ratings that were either Marginal or Unsatisfactory, or for additional information not included above)

Item	Comments

PAST PERFORMANCE INTERVIEW/QUESTIONNAIRE FORM

PAST PERFORMANCE FORM LETTER EXAMPLE

(This form letter is provided with the RFP for Offerors to use in transmitting the Past Performance questionnaire to customers)

CLIENT AUTHORIZATION LETTER: FORMAT

[Date of Letter]

[Name and Address of proposed Offeror's customer]

Attention: *[Name and Designation of Customer's Contract Manager or Appropriate Contact]*

Dear *[Contact Name]*:

We are currently responding to the FRTIB, TESS, Request for Proposal (RFP), TIB-2013-RFP-0012. NASA is requesting that clients of entities responding to their solicitation be identified and their participation in the evaluation process requested. In the event you are contacted for information on work we have performed, you are hereby authorized to respond to those inquiries. Your cooperation with this effort is greatly appreciated. Please direct any questions to *[Name and Phone Number of Offeror's Point-of-Contact]*.

We have included our work for your agency as a past performance reference. A Past Performance Questionnaire is enclosed. Please complete Sections II and III of the enclosed evaluation and return the signed, completed document to:

Please forward the completed evaluation to FRTIB at the above address to ensure it is received prior to 1:00 p.m. Local Time on **October 4, 2012.** In order to maintain the integrity of this process, please DO NOT return the questionnaire to us.

Sincerely,

[Name of Signer]

[Designation of Signer]